

Dale Elder, Manager
DMAP Operations Section

Number: DMAP IM 12-084

Authorized Signature

Issue Date: 9/11/2012

Topic: Medical Benefits

Subject: **Client announcement:** Dental plan choices for Capitol Dental Care members who see a Shoreview Dental Clinic dentist

Applies to:

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): DHS and OHA staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers | |

Message:

DMAP will send the following letter to approximately 1,100 Capitol Dental Care members in the Salem-Keizer area who had visited Shoreview Dental Clinic in the past 18 months.

It tells them that starting Dec. 9, Shoreview Dental Clinic will no longer be a part of Capitol Dental Care.

- If they want to keep seeing their current dentist, they need to change their dental plan to Advantage Dental or ODS Dental.
- If they want to keep Capitol Dental Care as their dental plan, they don't need to do anything, unless they want to choose their new dentist.

Please refer to the attached staff tool (page 4) for questions you may receive about this letter.

If you have any questions about this information, contact:

Contact(s):	Marilyn Wade, DMAP Prepaid Health Plan Coordinator		
Phone:	503-947-2328	Fax:	503-947-5221
E-mail:	marilyn.g.wade@state.or.us		

September 10, 2012

«AddressBlock»

«Prime»

Shoreview Dental Clinic no longer part of Capitol Dental Care beginning December 9, 2012

Dear Member,

I'm writing to let you know that your dental clinic, Shoreview Dental Clinic, will no longer be part of your current dental plan, Capitol Dental Care.

To continue seeing your current dentist at Shoreview Dental Clinic, you must change your dental plan to Advantage Dental or ODS Dental. We can help you do that.

If you want to stay with Capitol Dental Care, you don't need to do anything. Capitol Dental Care will help you find a new dentist; see more information below.

**Your dental benefits will stay the same. Your dentist may change.
You have a choice about who you see for your dental care.**

When this change is happening

December 9, 2012

More information about your choices

To continue seeing your current dentist at Shoreview Dental Clinic, you will need to change your dental plan to Advantage Dental or ODS Dental.

- Ask your caseworker or Oregon Health Plan Client Services about changing your current dental plan.
- We need to hear from you by Friday, November 16 so that we can enroll you in your new dental plan by December 1.

OR

If you want to stay a Capitol Dental Care member, you don't need to do anything.

- If we don't hear from you by Friday, November 16, you will stay enrolled in Capitol Dental Care. Capitol Dental Care will automatically send you information about your new dentist.
- If you want to choose your new Capitol Dental Care dentist yourself, please call Capitol Dental Care Member Services at 1-800-525-6800.

Whatever you choose, your family's dental care benefits will not change.

Questions?

Your care is important to us. If you have any questions or concerns, please call us. We want to make sure that you have the information you need to make this decision about your dental care.

- **Call OHP Client Services** for questions about this letter: 1-800-273-0557. They are here to help Monday through Friday, 8:00 a.m. to 4:55 p.m. (phone lines closed 12:30 to 1:30 p.m. daily).
- **Call your worker** if you need this letter in another language or another format, such as (but not limited to) large print, Braille, audio recordings, Web-based communications and other electronic formats.
- **Call Capitol Dental Care Member Services** at 1-800-525-6800 if you wish to change to a different Capitol Dental Care dentist or dental clinic.
- **For TTY service:** Dial 711.

Sincerely,

A handwritten signature in black ink that reads "Judy Mohr Peterson". The signature is written in a cursive style and is positioned above the printed name.

Judy Mohr Peterson
Oregon Medicaid Director
Oregon Health Authority

Staff tool

Shoreview Dental Clinic leaving Capitol Dental Care starting Dec. 9, 2012

Background

Shoreview Dental Clinic, a Keizer clinic of 4 dentists, is ending their contract with Capitol Dental Care on Dec. 9, 2012. Their patient list included 3,100 Capitol Dental Care members in the Salem-Keizer area.

Of that number, 1,100 patients are current Capitol Dental Care members who received services from Shoreview in the past 18 months.

- For these 1,100 members, DMAP is sending a letter explaining their options.
- They can choose to enroll with Advantage Dental or ODS Dental to keep seeing their Shoreview provider, or stay enrolled with Capitol and change clinics.
- Clients can expect to receive this letter the week of Sep. 10.

DMAP is also reviewing the list of 2,000 members who are not part of the Sep. 10 mailing.

- If we find additional members who received services from Shoreview in the past 18 months, we will send them a letter about their options.
- The remaining members who have not recently received services from Shoreview will get a letter from CDC about choosing a new dentist.

What will happen for members who ask to change dental plans

If members contact their worker or OHP Client Services, DMAP will enroll them in Advantage Dental or ODS Dental.

Everyone in the household (as listed on their OHP coverage letter) will become members of the new dental plan.

If they need help choosing between these plans, they can view the [OHP medical and dental plan charts by county](#), the [Advantage Dental Web site](#) and the [ODS Web site](#).

What happens if members do nothing

Members don't need to do anything unless they want to keep seeing their Shoreview Dental Clinic dentist after Dec. 9.

If members do not contact their worker or OHP Client Services, they will remain Capitol Dental Care members.

They can call Capitol Dental Care at any time for help choosing a new dentist or making a dental appointment. A list of local dentists by city is available on the [Capitol Dental Care Web site](#).

What happens for dental services approved by Capitol for dates after Dec. 9

At Capitol, major services such as dentures and crowns have to be pre-authorized.

- For members changing to Advantage Dental or ODS Dental, the new plan will coordinate with Capitol Dental Care to make sure there is no disruption in services.
- For members staying with Capitol, the only change will be who performs the service.